

August 31, 2012

To: Executive Board

Subject: **Performance Indicators FY 2012 Report**

Recommendation

Receive and file the Performance Indicators Fiscal Year 2012 Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for FY 2012 was 13,909,627.
- **Fare Revenue** – Total fare revenue for FY 2012 was \$18,478,526 resulting in an average fare of \$1.33 per boarding.
- **Operating Expenses** – Total operating expenses for FY 2012 were \$61,654,544 resulting in an average cost per service hour of \$91.80.
- **Accidents** – There were approximately 0.52 preventable accidents per 100,000 miles in FY 2012.
- **Customer Complaints** – Foothill Transit recorded 10.85 complaints per 100,000 boardings during the fiscal year.
- **Schedule Adherence** – The average schedule adherence rate for FY 2012 was 84.1% system wide.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

There were a total of 1,136,981 boardings in June. This is less than the number of boardings in May 2012 and less than June 2011. Historically, however, a decline in total boardings during the summer months of May and June is typical. Total boardings for FY 2012 were 13,909,627 which is a half percent lower than boardings in FY 2011.

Total fare revenue for June was \$1,695,542. This is 9.49 percent more revenue than the previous month and 21.27% more than June 2011. This increase may be due in part to new farebox equipment which is more accurate at tabulating data as well as increasing ridership on express service. The average fare per boarding in June 2012 was \$1.49. For the fiscal year, total fare revenue exceeded FY 2011 by seven percent.

Total operating expenses for the month were \$5,639,954. This is 16.55 percent more than June 2011. Included in June expenses are turnover costs for the Arcadia Operations and Maintenance contract as well as some additional marketing expenses related to the Silver to Silver Service that were not included in the June 2011 expenses. Total FY 2012 operating expenses were \$61,654,544, almost four percent above those in FY 2011.

Attachment B

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In June 2012 there were a total of 11 preventable accidents, producing an average of 1.02 accidents per 100,000 miles. However; the average number of preventable accidents to date for the year was 0.52 for every 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000

Executive Board Meeting – 8/31/12
Performance Indicators Report –FY 2012
Page 3

Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In June there were 13.90 complaints per 100,000 boardings. This is an average of approximately four more complaints than June of last year. Of the 158 complaints reported, 91 were for schedule adherence and 49 were related to courtesy. The performance target is 7.5 complaints for every 100,000 boardings. At the close of FY 2012 there were 10.85 complaints per 100,000 boardings.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In June 2012 the average system-wide adherence to the schedule was 78.5 percent. Schedule adherence for June 2011 was 89.4 percent. The decrease in schedule adherence this month can partly be attributed to the new coach operator schedules implemented at the Irwindale yard. The year to date on-time performance is 84.1 percent.

Average Hold Time

Data available from the phone systems at our five Transit Stores and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 42 seconds during June 2012 and 32 seconds year to date for FY are both below the performance target of 50 seconds.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In June 2012, Foothill Transit averaged 13,602 miles between service interruptions. This falls below the performance target of 15,000 miles between service interruptions. The year to date average is 28,801 miles between service interruptions. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 20.6 boardings per vehicle service hour in June. The June average is 1.6 fewer boardings per service hour than the previous month but this is consistent with

Executive Board Meeting – 8/31/12
Performance Indicators Report –FY 2012
Page 4

historical drop in ridership between May and June. The June 2012 average still meets the performance target of 20 boardings per service hour and contributes to the year to date boardings per vehicle service hour of 20.7 which is slightly below the boardings in FY 2011.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

The agency averaged 45,193 weekday boardings in June. This exceeds the performance target of 44,000. The FY 2012 average of 46,075 weekday boardings also met the FY 2012 performance target.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in June was \$101.97 which is above the June 2011 figure. Again, this is a reflection of the additional expenses incurred in June for the operations and maintenance contractor turnover and additional marketing expenses for the month. For FY 2012, the target of \$96.27 was met at \$91.80. This figure is three percent above the cost per hour figure for FY 2011.

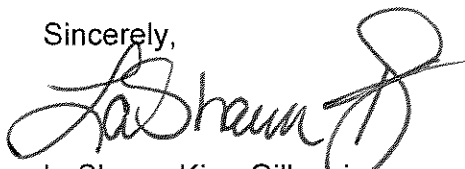
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio


The farebox recovery ratio for June was 30.06 percent. This exceeds the performance target of 25.96 percent. Even with fewer overall riders the June 2012 farebox recovery ratio is greater than the May 2012 figure. The farebox recovery ratio is calculated by dividing total revenue by total operating expense. This indicator meets the target of 25.96 percent for FY 2012 and exceeds the ratio reported for FY 2011.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



LaShawn King Gillespie
Director of Planning

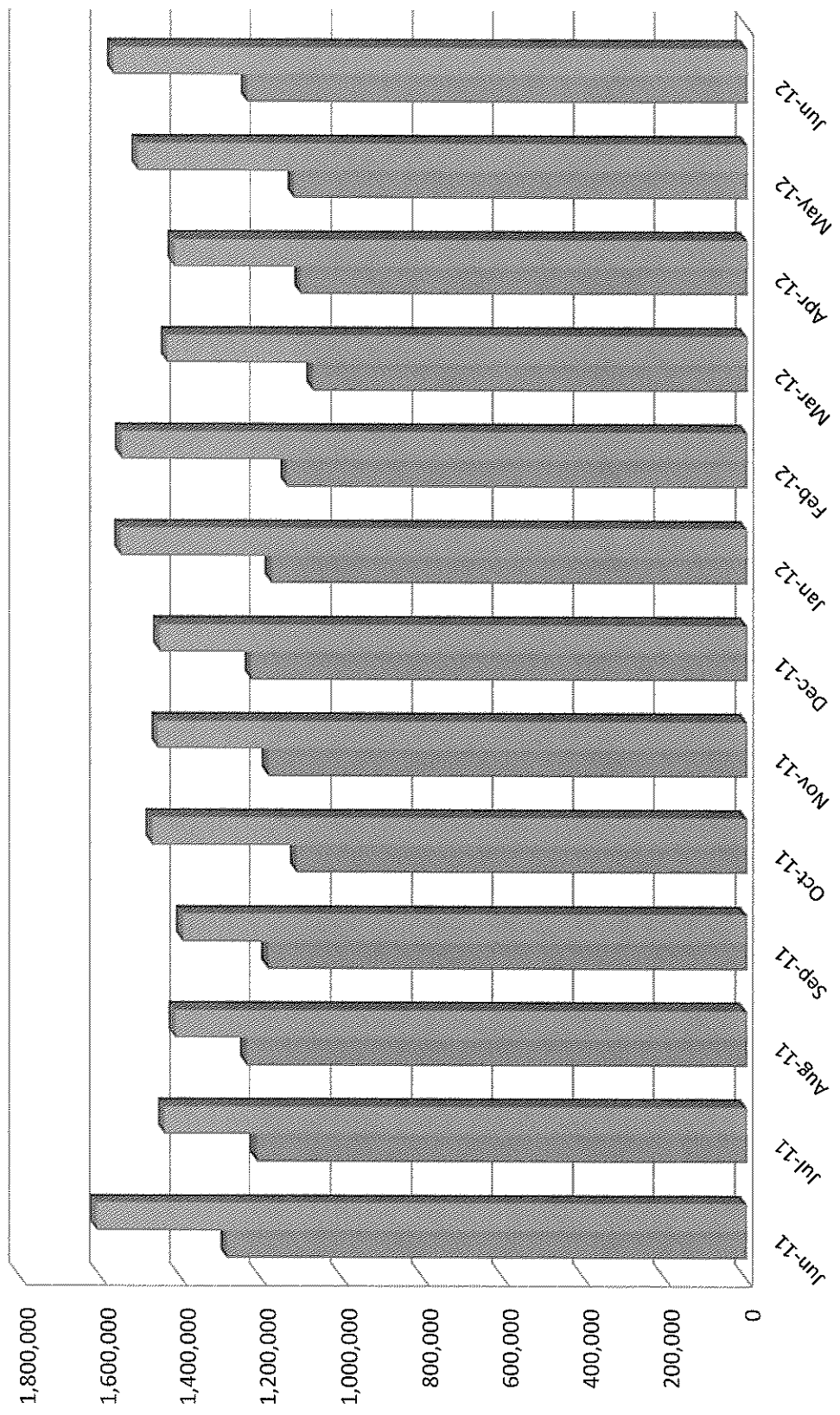


Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
June-12

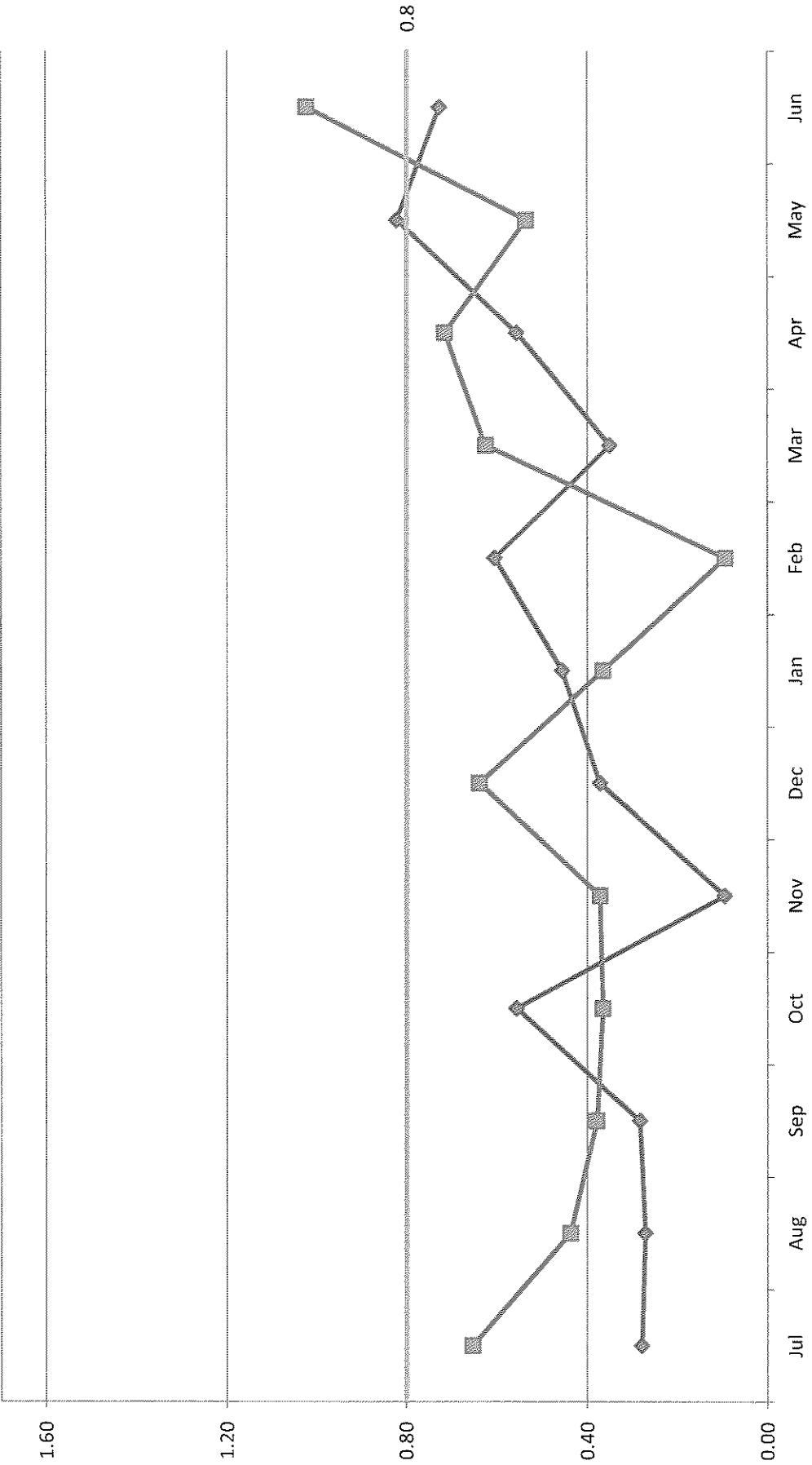
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,136,981	N/A	1,184,577	-4.02%	N/A	13,909,627	N/A	13,985,056	-0.54%
	Vehicle Service Hours		55,309	N/A	56,275	-1.72%	N/A	671,603	N/A	671,178	0.06%
	Total Fare Revenue	B	\$1,695,542	N/A	\$1,398,192	21.27%	N/A	\$18,487,526	N/A	\$17,263,857	7.09%
	Total Operating Expense		\$5,639,954	N/A	\$4,839,049	16.55%	N/A	\$61,654,544	N/A	\$59,486,550	-3.64%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	1.02		0.73	40.55%	0.80	0.52	X	0.45	-13.80%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	13.90		8.53	-62.98%	7.5	10.85		8.73	-24.26%
	Schedule Adherence	E	78.5%		89.4%	-12.15%	90%			83.0%	1.31%
	Average Hold Time	F	0:42	X	0:23	-82.61%	0:50	0:32	X	0:24	-35.17%
Operate an Effective Transit System	Average Miles Between Service Interruptions	G	13,602		28,905	-52.94%	15,000	28,801	X	32,074	-10.20%
	Boardings per Vehicle Service Hour	H	20.6	X	21.0	-1.90%	20.0	20.7	X	20.8	-0.48%
	Average Weekday Boardings	I	45,193	X	45,911	-1.56%	44,000	46,075	X	46,441	-0.79%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$101.97		\$85.99	-18.59%	\$96.27	\$91.80	X	\$88.63	-3.58%
	Farebox Recovery Ratio	K	30.06%	X	28.89%	4.05%	25.96%	29.99%	X	29.02%	3.32%

Attachment B: Total Boardings vs. Total Revenues

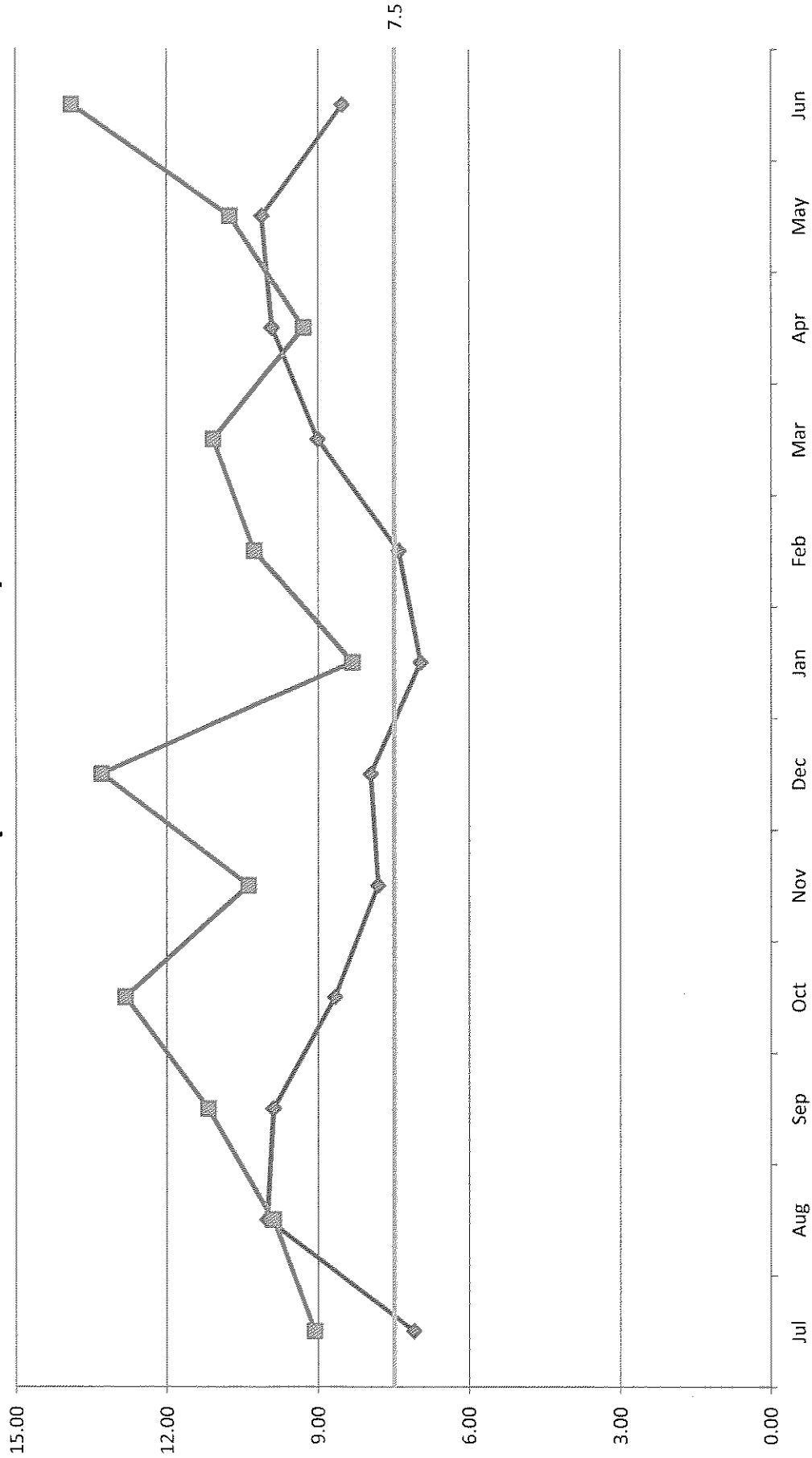


	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
Boardings	1,286,836	1,211,253	1,237,173	1,184,577	1,113,810	1,184,282	1,226,855	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135
Revenues	\$1,612,858	\$1,443,604	\$1,416,701	\$1,398,192	\$1,474,901	\$1,460,808	\$1,455,796	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799

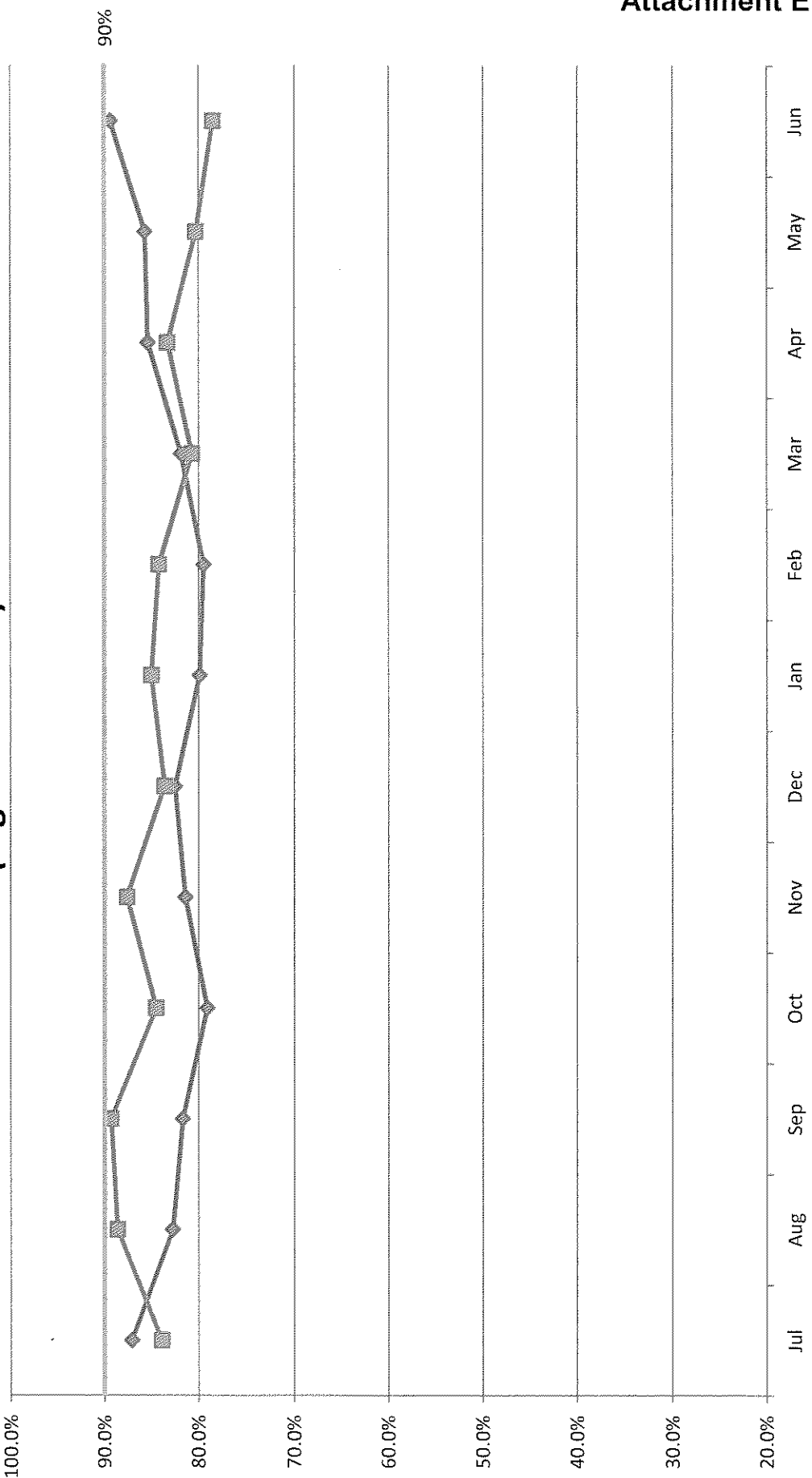
Attachment C: Preventable Accidents per 100,000 Miles
(Lower is Better)



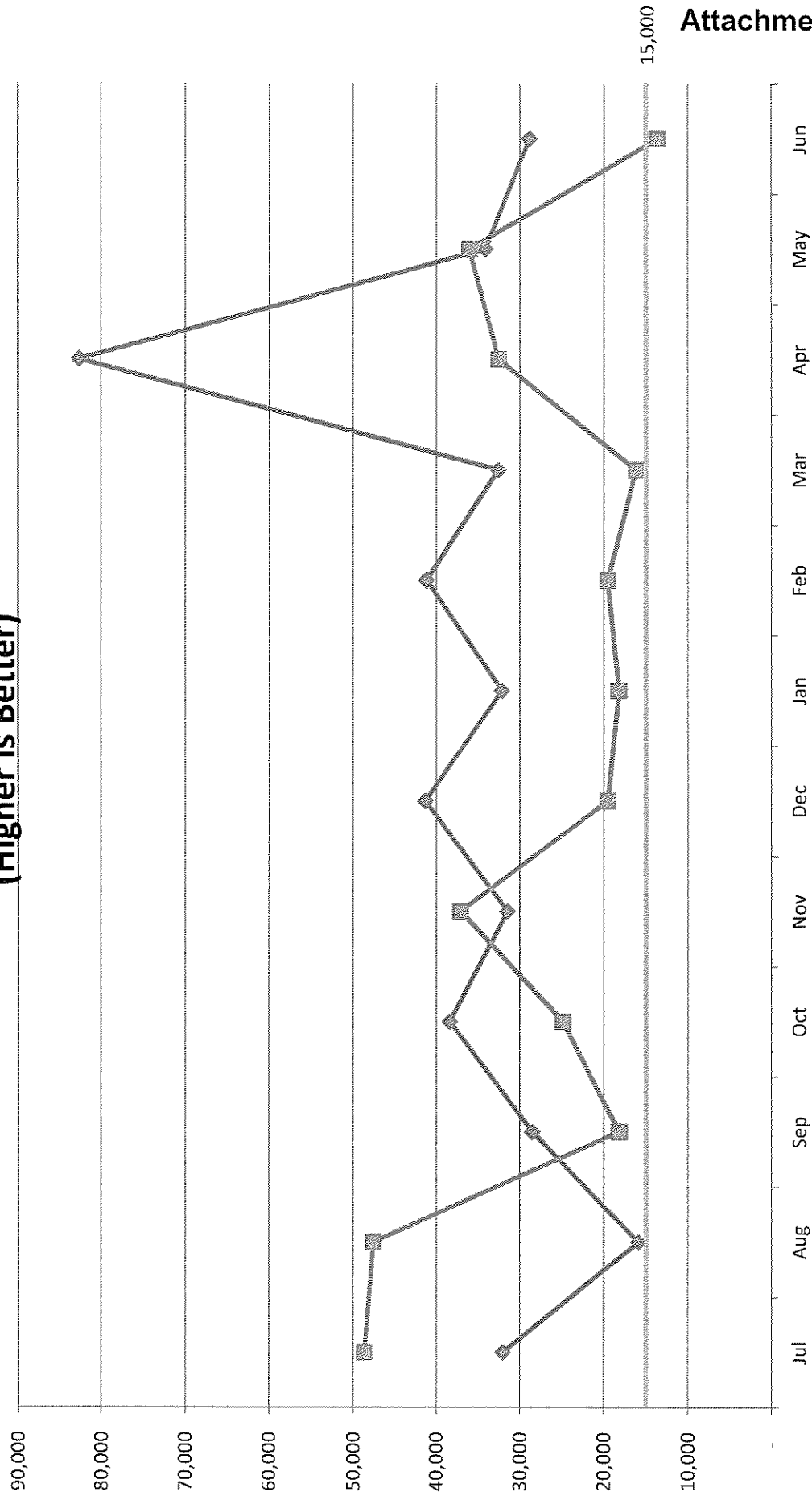
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



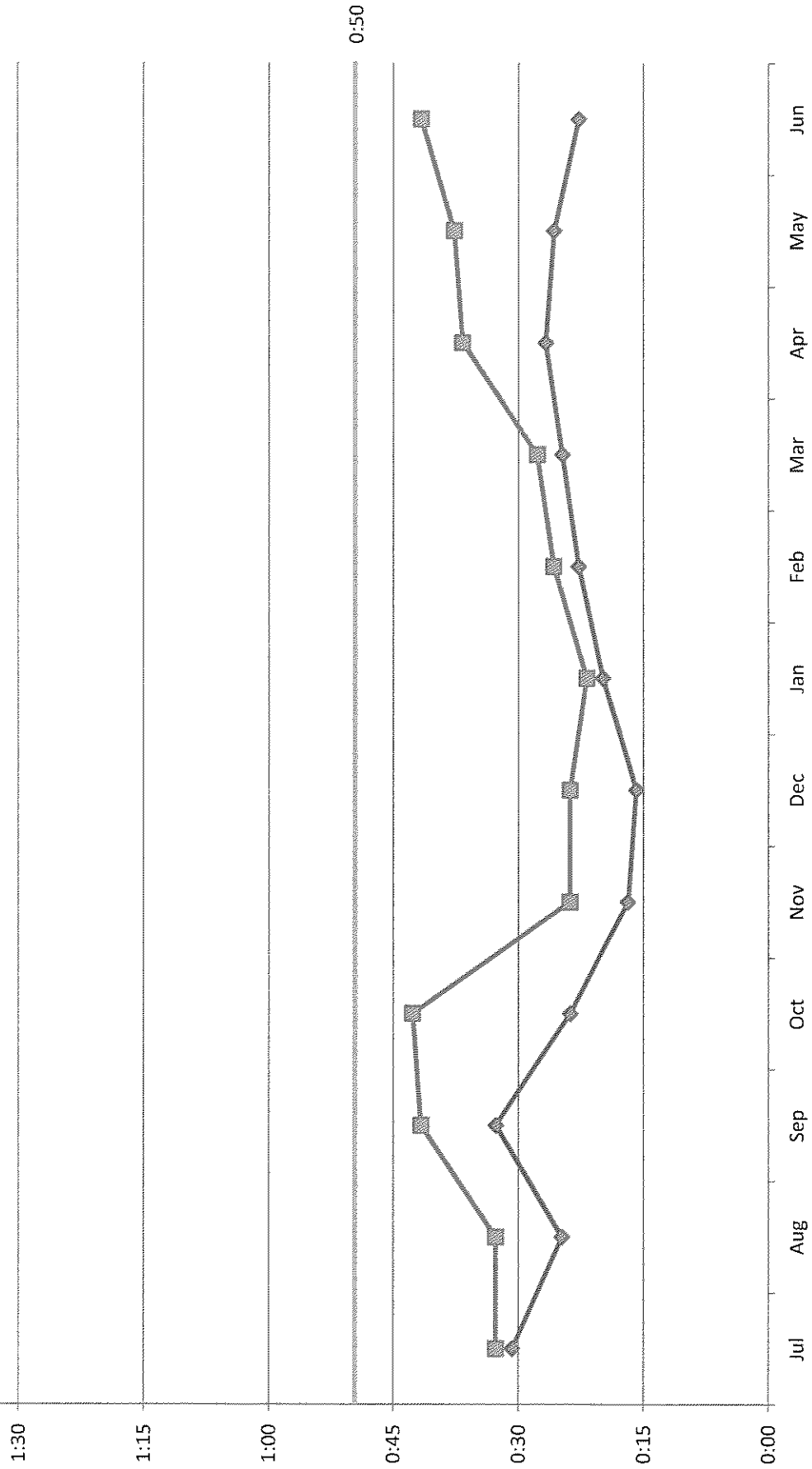
Attachment E: Schedule Adherence
(Higher is Better)



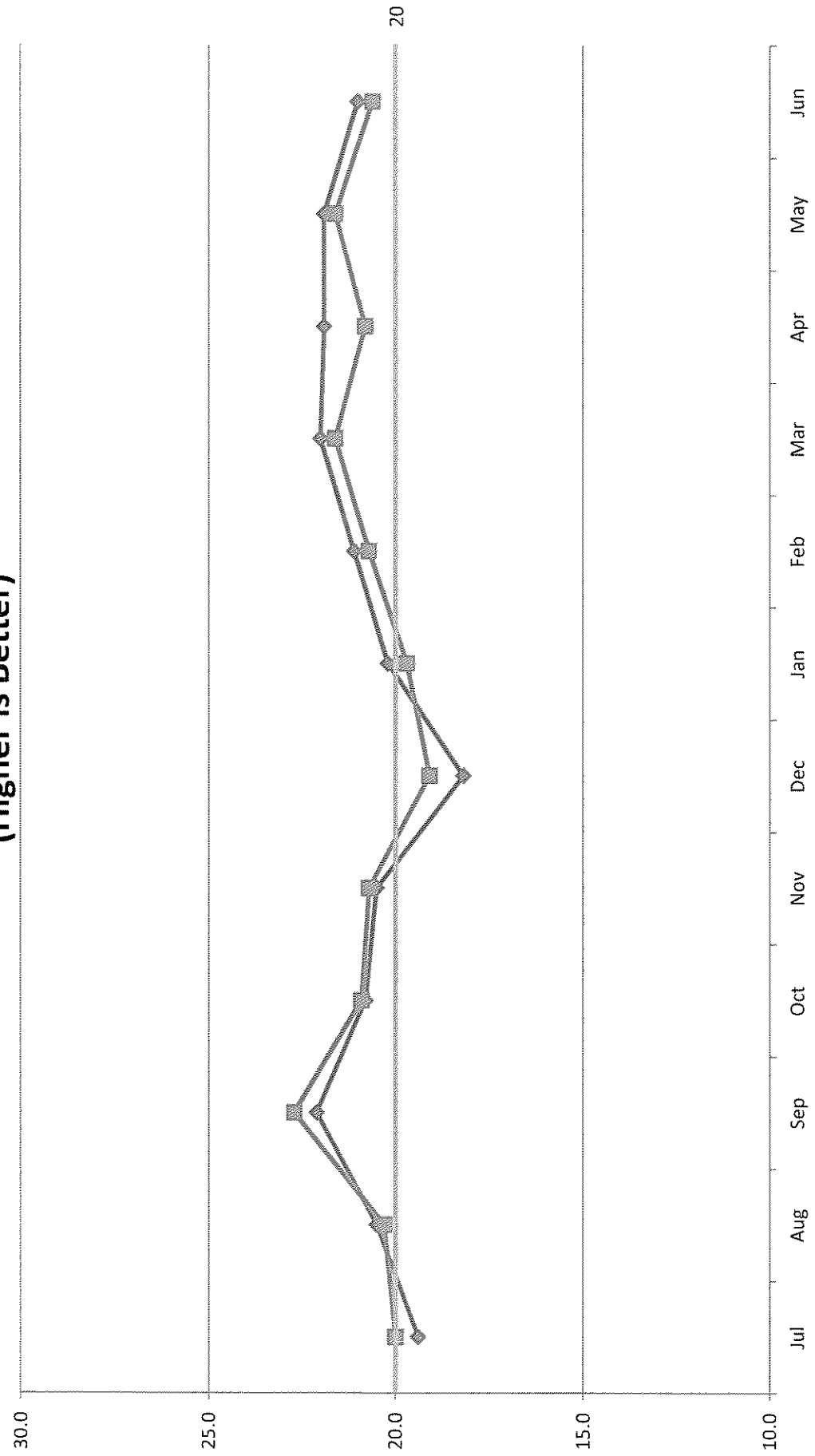
Attachment G: Average Miles Between Service Interruptions **(Higher is Better)**



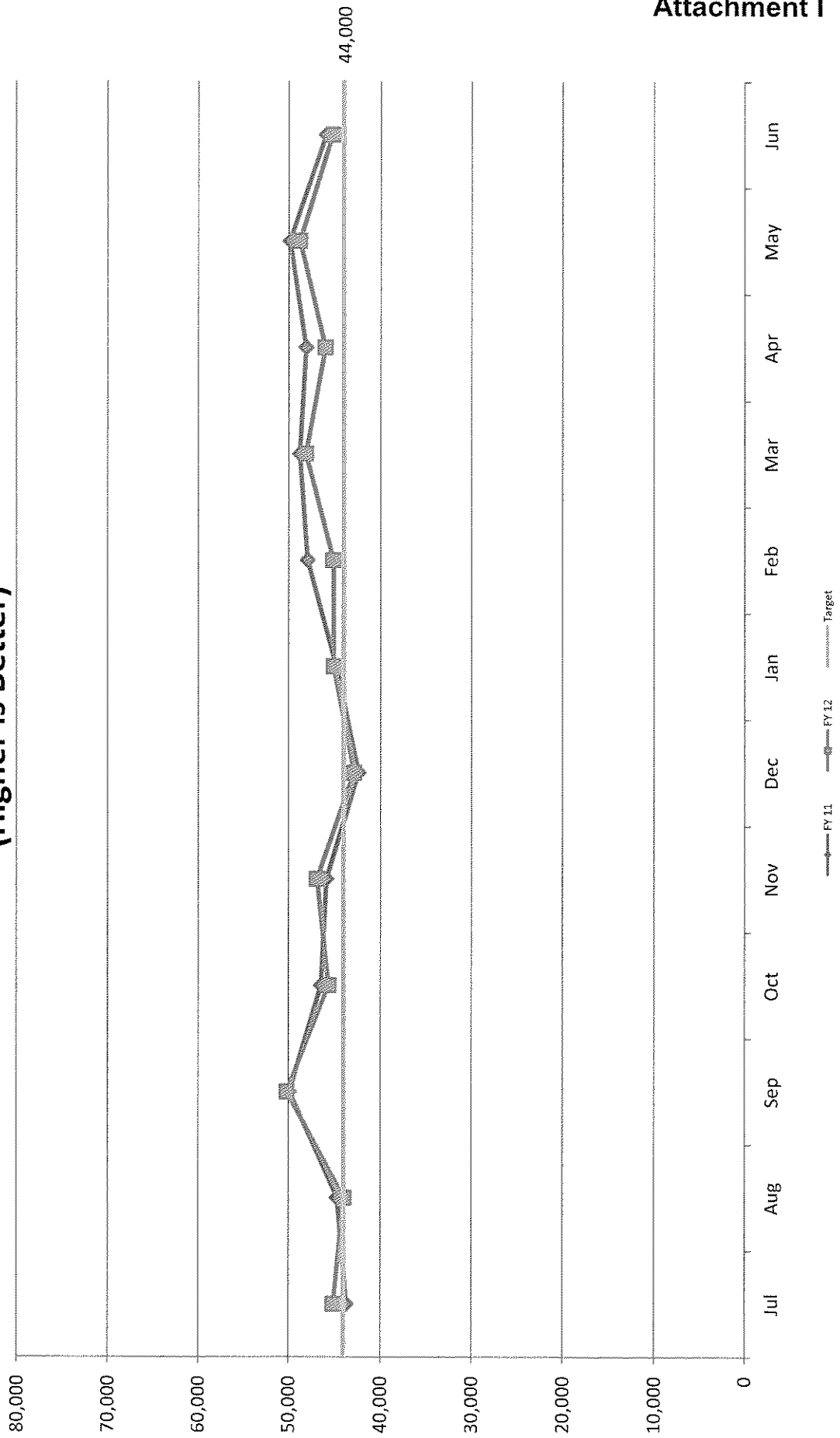
Attachment F: Average Hold Time (Lower is Better)



Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



Attachment I: Average Weekday Boardings (Higher is Better)



Attachment L: Operations Report - Total System
June-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.49	\$1.43	4.19%	\$1.25	\$1.33	X	\$1.23	7.67%
Average Cost per Boarding	\$4.96	\$4.76	-4.19%	\$4.81	\$4.43	X	\$4.25	-4.21%
Average Subsidy per Boarding	\$3.47	\$3.33	-4.19%	\$3.56	\$3.10	X	\$3.02	-2.79%
Total Vehicle Miles	1,074,550	1,093,683	-1.75%	N/A	13,062,668	N/A	12,925,690	1.06%
Vehicle Service Miles	819,110	836,119	-2.03%	N/A	9,957,923	N/A	9,946,290	0.12%
Total Vehicle Hours	64,997	66,265	-1.91%	N/A	790,042	N/A	789,267	0.10%
In-Service Speed	14.8	12.6	17.37%	N/A	14.8	N/A	14.8	0.05%
Boardings per Vehicle Service Mile	1.39	1.42	-2.02%	N/A	1.40	N/A	1.41	-0.66%